

JOB DESCRIPTION

Night Emergency Access Intensive Housing Manager

Salary:	£30,811.57
Status:	Substantive post
Hours: Approx:	42 hours per week on a rolling rota (working 12.5hr shifts from approx. 8:00pm until 8.00am) Week 1 Tuesday & Thursday Week 2 Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday
Holidays:	30 Days inclusive of Bank Holidays (a day in lieu provided for bank holidays work is required)
Benefits:	Life Insurance, Pension and Health Plan
Based at:	Sites at across Wigan and Leigh
Responsible to:	Emergency Accommodation Manager
Accountable to:	Queen's Hall Action on Poverty Trustees
Closing Date:	Friday 8 th May 2026
Interview:	Wednesday 13 th May 2026

To Apply:

Please enclose your CV along with a covering letter explaining why you feel you are perfect for this role.

Please upload your documents here:

<https://hr.breathehr.com/recruitment/vacancies/46462>

Please do not register at the above link until you are ready to add your documents, once registered, you cannot amend your application or add any documents.

Please apply early as we reserve the right to bring forward or extend the deadline for applications, so please get your applications in as soon as possible

SUMMARY

The Brick is a small charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. We now are looking for an enthusiastic, proactive, and inspirational Emergency Access Intensive Housing Manager to join our team, a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

JOB PURPOSE

The Brick is a charity with big aspirations and its local community at the heart of everything it does. As a result, The Brick follows a strategy and approach focusing on personal development by following The 3 R's. The 3 R's are: Relief, meeting felt needs, Restoration, equipping people for self- sustaining, independent living, and Reformation, speaking out and acting against social injustice. The key role will be to support The Brick and individuals through providing Restoration. You will collaborate with an individual to create and facilitate bespoke support to some of the most vulnerable young adults in Wigan.

In summary the role of a Night Emergency Access Intensive Housing Manager in this provision, will work with vulnerable adults, experiencing or at risk of homelessness. You will support 5 residents accommodated in a small accommodation with immediate and midterm tailored trauma informed support plans. Please note, this is a lone working post.

You will work with Wigan Council and other local housing associations to refer residents into appropriate move on accommodation.

The focus is on providing trauma informed support and you will be responsible for building mutual trusting relationships with your role, to enable them to engage with tailored support plans; and become tenancy ready. There is a real focus on living skills such as cooking, cleaning, and budgeting. You will help support residents were needed to help them feel confident in doing such tasks independently. You will also address any support that will be required when they move into more independent living, completing referrals to external agencies as appropriate to address any social care needs, mental health support and tenancy support in the community.

DUTIES WILL INCLUDE:

- To support people in a positive way by focusing on their personal development, and what they wish to achieve. The aim is to equip people with the skills and confidence to progress into independent living.
- To work as part of a team, internally and within the Greater Manchester Combined Authority, to achieve the best interests for everyone, liaising and working alongside other professional agencies.
- Develop an intensive support package with key partners, highlighting agreed actions for sustainable move on.
- To ensure that individuals understand financial management in preparation for independent living, including focus on rent payment and budget creation.
- To ensure that individuals are safe, inspired and engaged to reach any goals they have set for themselves
- To use your knowledge and understanding of those we look to house is critical in forming these holistic actions plans with support agencies.
- To understand that individuals may have experienced tough life experiences and may require a greater level of understanding, thoughtfulness, and empathy. We work in a trauma informed way.
- To work with people to identify their abilities. Promote and encourage the attendance of internal and external groups and training where appropriate.
- Ensure that privacy and dignity is always maintained
- Develop knowledge of local community resources
- Develop and maintain effective working relationships with other agencies including, but not limited to, housing agencies, social services, mental health team, tenancy support services and alcohol and drug services
- Provide information requested by internal and external stakeholders accurately and on time.
- Attend promotions, external meetings and case conferences about the service.
- Liaise with other service providers, both statutory and non-statutory, to ensure that individuals can access and use all appropriate services to meet their needs.

QUALIFICATIONS AND SKILLS

Suitable candidate must have:

Suitable candidate should have:

- Ability to network, build enabling relationships and work effectively in a multi-agency context across the Wigan Borough.
- Excellent listening skills. Qualification in Health/ Social Care or Counselling desired.
- Understand complex needs and how support can be facilitated to those most vulnerable.
- An ability to communicate effectively both verbally and in writing (English) and to collate and evidence work/ outcomes using case management databases.
- A can-do attitude and willingness to undertake a varied workload
- A resilient nature and the ability to handle challenging behaviour
- Ability to show empathy with individuals while maintaining professional boundaries
- An understanding of the needs and challenges of those experiencing homelessness, including those who have support needs including drug, alcohol, and mental health needs
- An awareness of key public health messages relating to contagious and spreadable disease.
- Experience of working with and supporting volunteers and staff with lived experience.

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's Deal approach and as such we are asking for applicants who adopt the 3 core behaviours: being positive, accountable, and courageous. We are looking for innovation and creativity; The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

OTHER

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, volunteers and service users and other persons who may be affected by acts and omissions.

Ensuring volunteers are following Health and Safety Procedures and all incidents or near misses are recorded and acted on appropriately.

Reporting any incidents to relevant Manager.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

This role is waking night shift role on a rolling rota.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

To attend training when required during day^{time} hours.

General

To be responsible to Senior Management.

The post holder will be expected to:

Undertake a medical to ensure fitness for night working.

Operate all financial procedures in line with Queen's Hall Action on Poverty.

Ensure that the Electronic Database Case Management System is always up to date.

Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend case management and managerial supervision as required.

Attend and be an active participant in team meetings, team training and other internal meetings etc.

Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.

Be aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations, and guidelines.

Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To always deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required to aid in the smooth running of the Project.

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults in line with our Safeguarding policies. We will carefully select, train, and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.